

## Terms and conditions – Feb 2019

### PRIVACY POLICY

Sustain Value Ltd and Consciam Limited value your privacy and confidentiality. We will not divulge your email address or other personal information to third parties without your explicit consent. As a registered attendee, Sustain Value Ltd and Consciam Limited reserve the right to contact you concerning the conference and related services provided. See also 'Data Protection' at end of this Policy. If you do not wish to receive ANY contact from Sustain Value Ltd or Consciam Limited, please do not proceed with registration, or cancel your registration now. Once registered, you will be able to delete your details from our database, by contacting [james.spurgeon@sustainvalue.co.uk](mailto:james.spurgeon@sustainvalue.co.uk)

### TERMS AND CONDITIONS

Sustain Value Ltd and Consciam Limited Standard terms and conditions for events.

Sustain Value Ltd and Consciam Limited ("we") accepts bookings from delegates ("you") for places at our conferences on the following terms and conditions.

#### Access and dietary requirements

1. If you have any specific access or dietary requirements please contact the event management team.

#### Confirmation

- 2.1 Once we have received confirmation of your booking, we will send you an email confirmation. A VAT invoice will be sent out to you shortly after.
- 2.2 We must receive payment prior to the event date. If you have not received confirmation of your booking within 14 days of the event, please contact the Event management team as we may not have received your booking. We cannot be held responsible for the non-arrival of information.
- 2.3 Whilst in attendance at the event, if we reasonably consider that your behaviour is inappropriate, disruptive, offensive, dangerous or illegal, we may ban you from further participation in the event without a refund.

#### Discounts

Discount codes must be applied at the time of booking and cannot be applied once the booking has been processed. Only one type of discount can be used per booking.

#### Cancellation

- 3.1 Payment for the event must be received before the event date.
- 3.2 Cancellations must be made in writing. Cancellations received up to one calendar month prior to the event date will be subject to a handling and administration charge of £75 + VAT per delegate, which will be deducted from any due refund or invoice, whichever is appropriate.
- 3.3 The organisers regret that cancellations are not accepted less than one month prior to the date of the event. However, a substitute delegate can be nominated. Substitutions made on the day of the event are at our discretion only.
- 3.4 We reserve the right to make changes to the programme, location and/or speakers without prior notice.
- 3.5 We will not offer refunds to delegates due to circumstances affecting the event, or your ability to attend it, which are outside our control (for example, but not limited to, a terrorist alert or incident) unless the event is cancelled or rescheduled for another date, in which case we will retain up to 50% of the delegate fee to cover marketing, administration and delegate registration costs.

#### Liability

- 4.1 Any opinions expressed or statements made by speakers or delegates at the event are in their personal capacities and are not made or expressed on our behalf.
- 4.2 Except in the case of death or personal injury caused by our negligence or that of persons for whose acts or omissions we are legally liable, we will not be liable to you for any loss or damage of any kind, whether direct, indirect or consequential, which you may suffer at or in relation to the event, and our aggregate liability to you will in any case be limited to the amount you have paid to us.

#### Data Protection

- 5.1 We value your privacy and confidentiality.
- 5.2 By registering for this event, we can provide you with information relating to your booking and other Sustain Value Ltd and Consciam Limited related products or services via email.
- 5.3 Your name and organisation may be shared on a delegate list at the event which may also be shared with sponsors/ Affiliates.